



Conflict Management

Conflict Management

- **Overview:**
 - 1 Define conflict.
 - 2. Explain the negative connotations associated with conflict situation.
 - 3. Define the levels of conflict.
 - 4. Describe the sources of conflict.
 - 5. Explain the positive and negative factors of conflict.
 - 6. Describe the methods for managing conflict.

Conflict Management

• THE NATURE OF CONFLICT

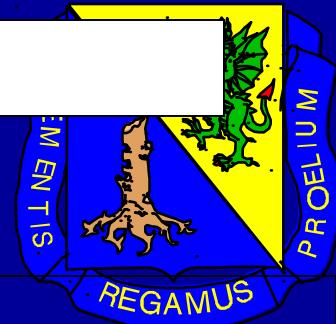
- Conflict is inevitable in any group that is together for any length of time.
- Different people will have different viewpoints, ideas, and opinions.
- Conflict occurs whenever there is no internal harmony within a person, or whenever there is disagreement or a dispute between individuals.

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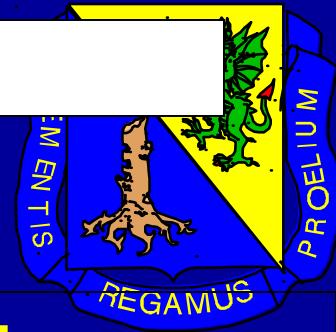
- **NEGATIVE CONNOTATIONS**
- **(ASSOCIATED WITH CONFLICT SITUATIONS)**

- Getting angry is a waste of time
- They won't understand me
- I'm afraid how they will react or treat me later
- Confrontation is unprofessional
- They will only counter my argument

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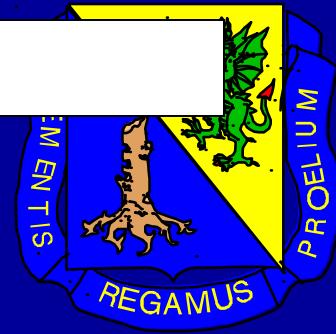


- **LEVELS OF CONFLICT**
- **Intrapersonal conflict**
- **Interpersonal conflict**
- **Intragroup**



• SOURCES OF CONFLICT

- **Different values and beliefs**
- **Role pressure or clarification**
- **Perception differences**
- **Diverse goals or objectives**
- **Group status or identity**
- **Race, ethnicity, or gender differences**



- **SOURCES OF CONFLICT**
 - **(CONTINUED)**

- **Personality clash or conflict**
- **Competition for limited resources**
- **Disagreement on how things should be done**
- **Personal, self, or group interest**
- **Tension and stress**
- **Power and influence**

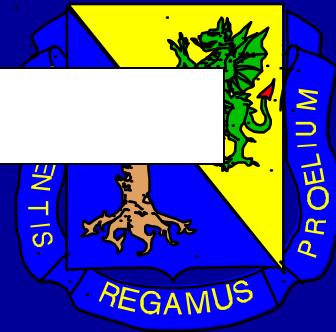
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• NEGATIVE FORCES OF CONFLICT

- Diverts attention from important issues
- May damage morale
- May cause polarization
- Reinforces differences in values
- Produces irresponsible and regrettable behaviors

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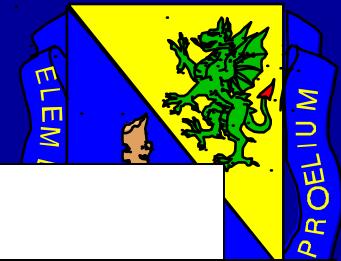
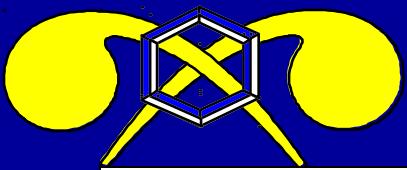
• **POSITIVE FORCES OF CONFLICT**

- Stimulates interest
- Means for problems to be heard
- Increases cohesiveness
- Promotes change
- Provides means to work together



- **METHODS FOR MANAGING CONFLICT**

- Denial or Avoidance
- Suppression
- Power or Dominance
- Third Party Intervention
- Compromise or Negotiation
- Integration or Collaboration



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